



casa

User
Manual

www.casa.com.tr

we offer you every possible comfort.

Casa always acts with their focus placed on the product and the future user. We produce our furniture for your active use and fullest satisfaction in every moment of your life.

Casa products are hand-made at all stages of production. Each product is unique and is custom produced with high-grade materials and meticulous craftsmanship.

When it comes to taking joy in your furniture and preserving its value for years, attentive use and proper maintenance and care practices are at least as important as production quality.

The maintenance and care instructions contained herein will be of great help to you during the lifetime of your furniture. Therefore, we recommend that you read these instructions carefully and keep the warranty booklet in a safe place for future reference.

far beyond a mere couch...

Furniture has been an inseparable part of human life and culture for thousands of years. Furniture has been made use of for its functionality and visuality ever since the most ancient times. In this sense, it is a must for Casa to set high standards for its products.

Since day zero, Casa has always placed quality and healthy living policy to the core of its productions.

All in all, quality at Casa is predicated on the principles of healthy living and modern furniture hygiene.

We believe that these seemingly invisible quality and health factors are the most important issue for you, the consumers, and we make our productions accordingly.

We work hard to make sure that Casa products satisfy you to the fullest and continue to be a lasting source of happiness for many years on end...

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for superior comfort...

While filling materials are key to coziness and seating comfort, they are invisible to the onlooker. The quality of the materials used and the upholstery work determine the comfort of the couch or sofa.

For Casa, quality equals to the multi-layer filling system as a whole. Whether the cushions are too soft or rigid in structure and their suitability in terms of materials and upholstery techniques are tested and applied individually for each model.

The level of seating comfort varies even with the same filling system, depending on width and depth factors or design type. In corner sofas, the reclining sections show a different upholstery structure and therefore may differ from other modules.

Upholstery fabric or leather should integrate smoothly with the filling material surface.

Creases and folds in upholstery fabric are a natural aspect of this comfortable design concept and do not constitute a quality defect.

In general terms, upholstery appearance can be grouped in two, namely rigid and cozy/soft, whilst Casa gravitates rather toward cozy upholstery over rigid. The upholstery layer spreads over the filling without creating tension, thus maximizing comfort. This method is the only way to

use filling and upholstery fabric in a cozy and comfortable look. For this reason, we recommend that you avoid single-sided use of large sofas and alternately change your sitting position across the entire seating area.

The comfort of this upholstery style also varies according to the characteristics of the selected fabric. Waves, lines and shines occur depending on sitting habits and frequency of use, thus creating different appearances over time.

Since the upholstery is a handcrafted product from start to finish, it is not possible to produce upholstered furniture with a precision to the inch owing to the several soft materials incorporated into it.

tested quality...

Casa products are produced in line with comfort criteria and usage requirements set by Casa as a brand, using high-grade upholstery materials in all products. The frame and the entire filling structure are under production warranty.

Filling materials for each model are selected according to cushion structure. Cushions need to be fluffed from time to time.

In some cushion models produced in sections, traces may occur on cushion surface, depending on the fabric used. This is a manifestation of the quality of meticulous craftsmanship designed to optimize the level of comfort.

All materials must be natural for odor and hygiene reasons, and they must be physiologically harmless. Depending on the type and thickness of upholstery fabric/material, the reason why the filling can be noticed or felt on cushion surface is the high quality and comfortability of the cushions.

casa general warranty...

All furniture produced under the brand “Casa” are under a production warranty based on Casa quality standards.

Any defect in material or workmanship will be repaired free of charge during the warranty period starting from the date of delivery to customer, provided that regular maintenance and care is applied and provided that the products are used properly under normal household conditions.

Upholstery fabrics are subject to special warranty rules as prescribed by applicable law.

In the event of a justified complaint within the warranty period, at our absolute discretion, the product in question will be replaced or repaired in accordance with state-of-the-art technology, yet without any extension to the warranty period.

Service requests need to be made to the authorized dealer which the furniture was purchased from, together with the invoice and warranty certificate.

considerations applicable to upholstery fabrics

All Casa upholstery fabrics are quality tested before they are included in our collection. The warranty coverage for fabrics and leather defines the material and quality properties that are selected most adequately according to the production information given.

In addition to visual assessment, the following criteria should be considered:

- Strain due to individual use
- Exposure to light and effect of ambient conditions
- Characteristics suitable for production information

Note: Changes in fabric properties made by third parties through external intervention or other similar methods do not give rise to any warranty rights; and any warranty claim raised as a result are considered null and void.

exclusions from warranty

Cases where the furniture is used for purposes other than its intended use, i.e. for any purpose other than private home furniture, and cases of reckless use (reckless soiling / staining) or improper cleaning or maintenance attempts are excluded from warranty. Fabrics provided by the purchaser outside the Casa collection, damage caused by pets, direct exposure to sunlight or improper care and use are excluded from special warranty rules.

Permanent expansion of the material within normal tolerance limits, as well as loss of height in filling material or reduced rigidity (softening) do not constitute grounds for complaint.

Partial wrinkling and shine in upholstery covering stems from model design and material characteristics.

This is a deliberate style used especially in soft and cozy upholstery models and does not constitute a defect. In addition, filler materials of different sizes and shapes can give the impression of different rigidity levels for design reasons.

in case of complaint

If you face any problem(s) with your Casa product, please contact your dealer together with your warranty certificate and invoice. Photos and full description of your complaint are essential for a speedy decision-making process. Your dealer will perform the initial checks of your complaint and decide whether the issue can be repaired on-site by Casa service personnel.

general care & maintenance

As with many products, daily maintenance and care will help preserve the value and prolong the life of your seats. We recommend that you take a detailed look at the types of care suggested below and allocate particular time to the care instructions specific to the upholstery fabric of your seat. Openable arms of functional products are for use as beds. Using the arm sections for sitting while in open position may cause damage to the mechanism.

crush marks on the floor

Furniture legs can cause crush marks and scratches on soft floors (wood, plastic, cork, carpet, etc.). To prevent this, felt or Teflon pads can be attached to the bottom of furniture legs in soft flooring, and strips in hard flooring. If the ground is uneven, use a suitable floor covering to compensate for height differences. This will help prevent damage to flooring and insulate the noise when moving the furniture.

Please take necessary actions to protect your floors.

changing place of furniture

The place of products should be changed by lifting them up. Dragging may cause damage to the product's legs and also create scratch marks on the floor.

using and sitting habits

In upholstered furniture, wear and tear may occur in the covering material, while usage levels may vary for each household. Hence, no upholstery can escape the wear and tear resulting from daily use. Each fabric or leather has its own unique and different characteristics. The followings are tiny items that we usually don't think much about, but they can leave marks on the upholstery:

- Bracelets, jewelry, watches, belts.
- Wallet and keys in trouser back pockets.
- Patch pockets and denim seams.
- Hot water bottles.
- Pet nails.
- Areas that are pushed down and flattened when sitting cross-legged or kneeling.
- Velcro on shoes or dresses can damage loops, especially on velvet and boucle yarns.

smoothing out waves in fabric

The essence is to create cozy and contemporary seating comfort on soft, comfortably upholstered surfaces. Filling materials stretch more or less according to body lines and upholstery fabrics stretch more or less according to body temperature and degree of pressure.

The cozy and contemporary upholstery style is subject to low coating tension, and hence, inevitable waves in fabric over time, flat or shiny surface patterns, and especially distended upholstery and deliberately created casual looks are completely normal occurrences.

After use, surfaces should be smoothed out by rubbing to prevent wrinkle formation. Seat and back cushions should be patted and fluffed once a day.

Shiny sections, waves and creases are characteristic to common models and fabric types and do not constitute grounds for complaint.

visibility of case lining and filling material

Cushions and pillows are usually sewn into a case lining to prevent loss of filling. The contours of these linings can be noticeable especially in fine fabric and leather covers. The more you use them, the more they will become visible. Also, filling loss can create a coarse and granular look especially in thin covers. These are typical occurrences in pillows with loose filling and case lining.

folds appearing in round and curved shapes

These are a design feature of upholstered furniture. Folds can appear in different ways depending on the model and the chosen upholstery material, owing to variable quality and stiffness characteristics of the fabrics. Generally, larger and thicker folds occur in thick fabrics, whereas folds in thinner fabrics are rather small.

lighting

Upholstered furniture should not be exposed to direct sunlight. Continuous exposure to sunlight will cause discoloration and fading. Artificial lights, such as neon or halogen lights, can also cause color change. In general, all upholstery fabrics are affected by light over time.

room climate

Avoid too dry room air. This causes the natural material to loosen and become fragile, causing static build-up and subsequent dirt build-up in synthetic fabrics. We recommend that ambient humidity be kept between 45 and 55%. Also, make sure that the upholstered furniture is positioned at a safe distance from radiators (approximately 20-30 cm).

colors

Soiling is usually more visible in light and bright colors than in dark colors. Be sure to treat colors on a timely and regular basis before soiling becomes highly noticeable. Soiling can be unavoidable due to use, despite regular care and maintenance.

regular maintenance

Upholstered furniture can quickly become unpleasant if not properly cared for. Dust, crumbs, dirt and the like should be cleaned regularly. Depending on the affected area, accumulated dirt should be vacuumed at least once a month using the upholstery nozzle at low setting and with a soft brush.

Your furniture should be revitalized using a damp cloth once or twice a year. Do this using a damp, clean, soft glass cloth. The moisture will help the fibers maintain their elasticity. Please read the manufacturer's instructions on the packaging when using cleaning agents. Ordinary detergents and cleaning agents often leave sticky residues and therefore accelerate the re-deposition of dirt. Always test new cleaning agent on a hidden area of the upholstery fabric or on a sample. Do not use steam cleaners.

stains

The same basic principles apply to both fabric and leather cleaning. Treat the stain as quickly as possible. This will most likely set you up for success. To prevent the stain from spreading outward, always treat stains starting from the outer borders inwards. Remove the stain by light strokes with a soft, white cloth. Avoid scrubbing and do not use excessive force as it may disrupt the surface structure.

stain removers

Stain removers need not to be used on Casa upholstery, and in some cases, you even may cause actual damage, change the properties of the fabric for the worse, and even make the stain even more visible.

cleaning

Complete upholstery cleaning should always be carried out by an upholstery cleaning company.

Avoid using steam cleaners by any means, as this will cause irreparable damage to the material.

stains caused by jeans or other fabric dyes

Many fabric manufacturers do not fix the color sufficiently, especially in dark colored jeans. These fabrics are actually intended to bleed dye in order to give the fabric a particular washed look. This can cause the garment fabric to dye the upholstery. Even the slightest touch of a garment fabric without sufficient color fixation can be enough to cause a stain on upholstery. Many fabric manufacturers use special labels to warn on this hazard.

Please note: This type of stain is not like ordinary soiling. It is extremely stubborn and cannot be removed from many upholstery materials. This type of permanent stain is the fault of the garment fabric, not the upholstery

fabric. Therefore, any complaint should be directed to the garment fabric manufacturer.

refurbishment

Casa quality products are not only produced using environmentally friendly methods, but also contribute to the sustainable use of natural resources due to their long service life.

In most cases, we can give your favorite Casa furniture a general makeover.

Whether your fabric is worn out after many years of use or the pillow filling material needs to be renewed, you can benefit from our paid services through Casa retail store(s) even after your warranty has expired, on condition your request remains within the production prototypes. We ensure that you continue to enjoy your Casa furniture even after use.

fabric care & cleaning

Casa fabric collection is wide and comprehensive, offering our customers a rich variety. With its various quality options and up-to-date color schemes, we offer the best possible alternatives for the fulfillment of almost all individual interior design needs.

maintenance and care of upholstery fabric

Furniture upholstery, like all textiles in daily life, requires regular maintenance and repair, not only because they are exposed to dirt and dust, but also because they come into contact with stains. Persons wearing jeans and corduroy pants should be aware that coarse seams, rivets, and other design elements, as well as coarse striped corduroy fabrics, can leave abrasive marks on thin upholstery.

The degree of visible spots is generally higher in light and bright colors than in dark colors. In combinations where light and dark color fabrics are used together, staining may occur depending on use.

protection from direct sunlight

Upholstered furniture should not be exposed to direct sunlight. Continuous exposure to sunlight will cause discoloration and fading.

Artificial lights, such as neon or halogen lights, can also cause color change. Extremely dry air should also be avoided. It is recommended that ambient humidity be between 45 and 55%. Natural materials tend to become brittle and fragile, while synthetic fabrics are more susceptible to high electrostatic load, thus attracting dust and dirt.

As a rule of thumb, it is recommended not to allow accumulation of dirt as it would be very difficult to clean. Faulty practices in maintaining your furniture will shorten its service life considerably. Proper care and cleaning will help preserve the value of your upholstered furniture.

care of textile covers

Fabric type	material	care type		
		brushing	vacuum	scrubbing
Velvet	Synthetic, mohair, wool, viscose, cotton, linen, silk	Use a soft brush with strokes in pile direction (like a clothes brush)	Use the soft bristle upholstery nozzle with strokes in pile direction	Use clean and soft, damp leather with strokes in pile direction, applying light pressure
Plain weave	Synthetic, mohair, wool, viscose, cotton, linen, silk	Use a soft brush (like a clothes brush)	Use a bristle-free flat upholstery nozzle	Use clean and soft, damp leather

In the absence of specific instructions, please refer to the general instructions for the upholstery fabric you have chosen.

change in fabric pile

Normal use and exposure to pressure, heat, body moisture and humidity may lead to changes in fabric pile (shiny spots) that can be more or less visible depending on light hitting the fabric surface, thus creating the impression of stains especially on plain woven fabrics made of velvet or chenille and other velvety fabrics.

This shine effect does not mean a quality defect. Experience shows that even with regular care and maintenance, this effect cannot be completely avoided.

These are inevitable signs of normal wear and tear. Never apply high heat or pressure using a steam cleaner to velvet type textiles made of velvet or chemical yarns, as this can cause irreparable changes to pile position.

Synthetic covers should never come into contact with heated blankets, warming mats or hot water bottles. Heat will cause damage to yarn pile and create streak or stain-like impurities on the fabric.

routine cleaning of textile covers

fabric type	material	cleaning type		
		dry shampoo	liquid shampoo	remarks
pile fabric	Synthetic, mohair, wool, viscose, cotton	Spray wet, wipe with sponge and scrub carefully.	Lather the wool shampoo or liquid soap with a sponge and apply only the foam.	Apply to the soiled area of the furniture over the full surface area. Depending on the type of application, brush in pile direction with a soft brush.
	silk, linen	Spray dry shampoo and clean with gentle strokes without scrubbing.		
fabric type	material	cleaning type		
		dry shampoo	liquid shampoo	remarks
Plain weave fabric	Synthetic, wool, viscose, cotton	Spray wet, wipe with sponge and scrub carefully.	Lather the wool shampoo or liquid soap with a sponge and apply only the foam.	Apply to the soiled area of the furniture over the full surface area.
	silk, linen	Spray dry shampoo and clean with gentle strokes without scrubbing. We recommend that you seek help from a cleaning company.		

In the absence of specific instructions, please refer to the general instructions for the upholstery fabric you have chosen.

Caution: Carefully remove all soap residue after each shampooing, otherwise the fabric will get dirty faster than before.

Use your fabric upholstered furniture after completely dry.

remove stains

Stains on upholstery are usually very difficult to remove. Therefore, it is recommended to immediately minimize the stain with small strokes, starting from the outer borders of the stain with the help of a clean, absorbent cloth. Professional removal and cleaning of the stain should be done by an upholstery cleaning company.

initial check

An initial test should be done before choosing a suitable cleaning agent. Be sure to use a cleaning agent with a neutral PH rating. Acid-based cleaners will damage cotton and cellulose materials. The use of alkaline cleaning agents is not suitable for woolens.

Another important factor in stain removal and cleaning is that the cleaning agent applied to the stain is rinsed immediately after. Any residue left on fabric surface will cause a faster build-up of dirt.

Important: Remove any dust before testing. Test the colorfastness of your upholstery and any surface change on an invisible part of your furniture or on the sample provided, using a white, clean, soft cloth or stain remover. This test must be applied on naturally colored fabrics. Wait until completely dry before evaluating the results.

Pay special attention to fabrics containing wool, linen, cotton or viscose. Always avoid wetting the fabric directly. Clean wet stains with small strokes with an absorbent cloth or paper towel. Remove any surface residues with a diluted carpet or upholstery shampoo as per manufacturer's instructions.

Never apply the cleaning agent directly to the fabric. First, apply the cleaning agent to a white cloth, then use the cloth impregnated with the cleaning agent to remove the stain starting from the outer borders inwards. Scrubbing may cause changes in fabric surface, apply with care!

Remove dry stains the same way as wet stains.

stain chart

water soluble stains	blood, eggs, feces, urine	Remove using cold water. If necessary, try removing it again using shampoo solution and water. Do not use hot water, as protein-based substances coagulate.
	Coffee, cocoa, copying pen, mayonnaise, ballpoint pen, lipstick, perfume, cream, shoe polish, sauces, soups, ink, soot, vomit	Use a mixture of warm water and shampoo. If this fails to remove the stain, clean using a stain remover after dry.
	Volatile substances, beer, soda, juice, lemonade, coffee, tea	Do not allow to dry, treat immediately with a mixture of warm water and shampoo.
water insoluble stains	Butter, wax, paint, oil, resin, charcoal, marker, varnish, grease, tar	Treat with solvents such as stain removers.
	Gum, modeling paste, paste	Use a suitable spray as per manufacturer's instructions. Note that this can result in possible surface damage on velvet.
	Candle	Do not treat with an iron. Break the stain into small pieces as quickly as possible and carefully scrape off. Note that this can result in possible surface damage on velvets and some other fabrics.
	Rust, dry blood stains	

In the absence of specific instructions, please refer to the general instructions for the upholstery fabric you have chosen. If the cause of stain is not known, first follow the instructions under “water soluble stains”. If this does not work, follow the instructions under “water insoluble stains”. After treating your furniture according to the stain chart above, carefully rub the surface in pile direction with a white cloth or dry or vacuum the upholstery. Whichever method you choose, do not use your furniture until completely dry.

leather care & cleaning

Casa collection leathers exhibit quality features that have been carefully processed, tanned, dyed and maintained.

The natural properties of genuine leather are an integral part of craftsmanship and do not constitute grounds for complaint. These natural features in no way prejudice the quality or value of leather. Genuine leather stretching over time is a natural occurrence. In normal use, this naturally leads to wrinkles and changes (sagging) in seat cover. Depending on the texture of leather, the thinness, type and changing elasticity is what makes each piece of furniture so unique.

Leathers of our Casa collections are subject to acceptable quality and natural color variations.

care and maintenance of upholstered leather

Regular cleaning and maintenance prevents staining on upholstered leather and prolongs its service life.

Please note: Never treat leather with solvents (stain removers, turpentine, petroleum spirit), shoe polish or wax.

Test for any color reaction by gently rubbing a white cloth moistened with the relevant care or cleaning product on an invisible part of the upholstered leather or on the sample given to you. Discoloration of the cloth means

that the agent you use is not suitable. Follow the cleaning agent manufacturer's instructions.

Treatments that can be made on leather furniture by the user are very limited.

We recommend that you consult an upholstery cleaning company before following the instructions to ensure that the value of your furniture is preserved.

We recommend that general cleaning be carried out by a specialist at all times, even if care and maintenance is limited to the instructions given herein and those of the cleaning agent manufacturer.

Important when using the leather/leather combination.

Using light and dark colors in combination can cause stains when using nubuck and naturally treated leathers. Staining is usually more visible in light and bright colors than in dark colors.

care tips

leather	routine care (minimum twice a year)	periodic cleaning
Natural processed Napa leather, slightly colored Napa leather	Dust regularly using a soft cloth. Treat with special care products from time to time. Avoid excessive scrubbing.	Dust: Remove dust with a soft cloth. Very stubborn stains: Clean the used areas frequently using soap dissolved in water or recommended care products.
Napa leather with opaque coloring	Dust regularly using a soft cloth. Treat with a special care agent (leather foam) from time to time in line with manufacturer's instructions. Avoid excessive scrubbing.	Dust: Remove dust with a soft cloth. Very stubborn stains: Wipe with a wrung wet cloth or wash the leather. Dry with a soft cloth. After drying, treat with special care products.
Suede and nubuck leather	Vacuum from time to time with great care using a soft vacuum brush attachment. Lift adhering parts from the surface using a foam sponge or soft clothes brush.	Dust: Remove using a vacuum cleaner with soft brush attachment. Stubborn stains: Brush and vacuum.

Please pay attention to the manufacturers' instructions for leather care products.

Coarse seams, rivets and other elements used in jeans and corduroy trousers, as well as coarse striped corduroy fabrics, can leave abrasive marks on thin leather and cause surface damage.

protect from direct sunlight

Leather furniture should not be exposed to sunlight as continuous exposure to sunlight will result in discoloration and fading. High-energy neon and halogen lamps can also cause color changes. Extremely dry air should also be avoided. A normal humidity level keeps the leather soft and elastic. We recommend that ambient humidity be between 45 and 55%.

remove stains

Stains on leather can be easily removed if cleaned right after they occur. However, it is not possible to remove certain stains. Whether and to what extent a stain can be removed depends on the degree and for how long the stain was there before treated.

leather	liquids	foods and oils
Natural processed Napa leather, slightly colored Napa leather	Wipe dry forthwith using an absorbent cloth or paper towel, do not scrub. Reclean any remaining stains using leather cleaner or other suitable care products.	Clean forthwith using an absorbent cloth or paper towel, do not scrub. Treat with a mild detergent diluted in warm water or recommended care product. Do not treat any remaining oil stains that may penetrate the leather.
Suede and nubuck leather	Wipe dry forthwith using an absorbent cloth or paper towel, do not scrub. Reclean any remaining stains using leather cleaner or other suitable care products. When the leather is dry enough, fluff up the lint using a brush or nubuck cloth.	Dust: Remove dust with a soft cloth. Very stubborn stains: Wipe with a wrung wet cloth or wash the leather. Dry with a soft cloth. After drying, treat with special care products.

Please pay attention to the manufacturers' instructions for leather care products.

wood care & cleaning

No guarantee is given for successful stain removal. Never attempt to remove stains with a solvent (stain removers, turpentine, benzene). This will in most cases make the

stain grow even more. Wood, being one of the rare materials harmless to both human and environmental health, can be used safely in all kinds of details. No material is as healthy as quality natural wood furniture. Wood is a lifestyle for some and a quality of life for others. Always acting with a flawless quality mindset, Casa uses natural wood materials in its human and environmentally friendly products.

care and maintenance information

Offering a wide variety of colors and natural structure variations, wood is a natural product that we use in our furniture, both as veneer and in solid wood form. When end granules and edge granules are placed side by side, veneers and solid wood textures create the most striking combinations, also when compared to table surface and edge veneers. Hence, these natural material properties cannot be made the subject of complaints. Fine-line cracks can appear over time on polished wood surfaces and in particular on edge joints of wood.

This is caused by temperature changes and mechanical stress. This occurrence is an inevitable result of the natural quality of wood and does not constitute grounds for complaint. Wood can change color due to the effect of light. Light wood will darken and dark patterned wood will fade. Placing the furniture as far away from sunlight as possible will minimize the effects of light. Please note that residues of carpet cleaning products may leave wood stains on table and chair leg polish.

dusting tips

Always use a soft cloth when dusting. Dust will scratch the surface of the furniture if not removed in due manner. Never dust with a dry cloth, otherwise the dust will leave microscopic scratches on the surface of the furniture. Wipe the surface of your furniture with a soft and clean cloth in circular motions. Never use soap and water for furniture care. Water spoils the furniture polish, penetrates into the wood and causes damage to the furniture.

wood care

Wooden surfaces are easily cleaned on a daily basis. Simply wipe with a soft, dry, lint-free cloth.

Clean up any spilled water on the furniture immediately. The pores in wood absorb water easily. This can damage the wood and cause staining.

The longer water sits on furniture, the deeper the spill can penetrate the wood. That's why it's important to wipe the water off immediately with a clean and dry cloth or paper towel as soon as you notice it.

points to consider when using furniture

Ultraviolet rays in sunlight can spoil the wood finish. Arrange your furniture in a manner to prevent exposure to direct sunlight. Liquid spills can spoil furniture if not cleaned immediately. Put coasters under the drinking glasses and small plates under the vases. Heat can cause chemical changes that will leave a white mark on the finish. Put protective mats under hot plates and utensils.

High humidity can cause wood to swell, whereas low humidity can cause wood to lose moisture and shrink. Extreme changes in humidity can cause warping, cracking and breakage. Take care to keep humidity level as constant as possible.

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